

## ANNEX 2: INTERVIEW GUIDE – FOR UGANDA RED CROSS VOLUNTEERS

### Interview guide:

for URCS volunteers involved in CBHFA Immunisation campaign (Kampala)

#### **1-Reasons for volunteering**

**Objective: to understand the volunteers' motives for starting volunteering**

- Tell me the story of how you came to become a volunteer?

In general

- Why did you decide to start volunteering?

For the RC

- How did you learn about the possibility of being a RC volunteer?
- What attracted/motivated you to become a RC volunteer?

#### **2-Volunteer role and task**

**Objective: to identify the task and the role the volunteers have and if the tasks have the potential to motivate the volunteers**

- How would you describe the kinds of work you do?
- What is your role?
- Can you give me some examples of the type of activities you have been doing the past month?

See probe 1

#### **3-The Benefits the volunteers' receive from volunteering**

**Objective: to identify the volunteers' perception on the benefits they gain from volunteering and if their expectations are satisfied**

- What do you like about this role or when working as a volunteer in community health? (either in your broader life or something specific the organisation does)
- How do you feel about your role and the work you are doing? Are you satisfied with your role? If yes, why are you satisfied?
- Would you like to work on something else?
- Do you feel you are making a difference in the health or the well-being of people in your community, in your family? If yes, in what way? If no, why not?

See probe 2

#### **4-Effort in volunteering activities**

**Objective: to understand why volunteers would put effort on volunteering activities and would stay longer**

- In your experience working here, what you think makes a good volunteer?
- What do you think makes for a bad volunteer or a less successful volunteer experience?
- Why would you put effort in your volunteering activities?
- Why do you keep on volunteering? (reasons either in your broader life or something specific the organisation does)
- What things would make you stop volunteering? (either in your broader life or something specific the organisation does)
- What are the things you do not like (about volunteering)? What challenges or problems do you face? (either in your broader life or something specific the organisation does)

See probe 3

#### **5- Organizational context**

**Objective: to identify the volunteers' perception on the kind of support they receive when volunteering from the RC**

- In which ways do you have received or do you receive support from the NS?
- What the NS would need to do in the future if it wanted to persuade volunteer to stay longer? What are your suggestions?

See probe 4

#### **6- volunteers thoughts on researcher assumptions**

**Objective: to raise discussion on researcher assumptions**

**Question: What do you think about the following paragraph?**

I have a feeling that a volunteer will stay highly motivated if:

- the organisation supports the volunteer and meets volunteer expectation and needs, such as providing:
  - o recognition and respect,
  - o strong support with on-going feedback and problem solving support,
  - o involving the volunteer in decision making,
  - o providing opportunities for gaining and using new skills and knowledge,
  - o the possibility to solve health problem in volunteer family or community,
  - o opportunities to meet other people and to work in a group,
  - o Task that are well designed, focused and achievable,
  - o Task that are matched with volunteer personal interests,
  - o Task where the role and responsibility of the volunteer are well defined.

- the community or family supports the work of the volunteer“

### **7-volunteer intent to remain**

- How likely is it that you will quit your work as a volunteer at the RC within the next 6 months?
- How likely is it that you will continue your work as a volunteer at the RC for the next two years?

### **8- Generic characteristics**

*(For the interviewer: if you don't have such information at the end of the interview)*

- Gender
- Age
- Education and employment
- Time (months or years) volunteering with the current activities for the RC
- Previous experience as a volunteer with health related activities. If yes, location of previous experience? In which organisation or association?
- Other current experience as a volunteer with health related activities? If yes, In which organisation or association?